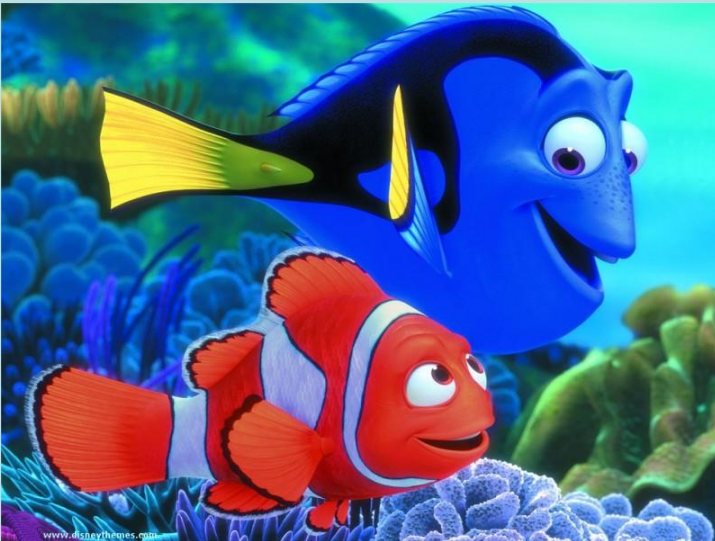




DNR On-boarding Design Event Report Out



“Finding NEO”
January 24-27, 2011



The Opportunity

Dave Cretors

LEAN

State of Iowa
Continuous Improvement

The “Finding NEO” Team

Jolene Richeson

- Dave Cretors, CESB
- Jennifer St. John, CESB
- Jan Curtis, CESB
- Sheila Siler, CESB
- Lisa Walters, CESB
- Jolene Richeson, MSD
- Kaci Marshall, CESB
- Allen Bonini, IGWS
- Jay Rudacille, Fisheries
- Angi Bruce, Wildlife
- Ted Petersen, Field Services
- Haider Qleibo, IT
- Ha Nguyen, Budget and Finance
- Julie Tack, Communications
- Chris Van Gorp, Director's Office



Scope

Kaci Marshall

- **This event will cover the onboarding process from the time a candidate's written acceptance is received, until 30 days after the new employee starts.**

Goals

Allen Bonini

1. I-9's to be completed within 3 days after employee starts
2. 62-1 completed by supervisor within 5 days of employee's written acceptance
3. Sending out welcome/employment packet within 5 days of acceptance
4. All employees complete NEO/culture training within 30 days from start date
5. IT notified 5 days prior to employee start date
6. Employee has computer access on day one (define access)
7. All employees have appointment with personnel & training on first day of work



Objectives

Ha Nguyen

1. Create a welcoming environment for new employees
2. Review & update current checklist
3. Clarify requirements & recommendations
4. Recognize differences between field staff & central staff
5. Efficient process for all involved parties
6. Consistent process
7. Identify all relevant parties in process
8. Ensure all relevant policies are reviewed by new employees
9. Establish minimum expectations for first day on the job
10. Define Supervisor/employee roles & expectations
11. Develop training plan for the new process



SWOT Analysis

Jennifer St. John

- Strengths of current program
 - HR expertise
 - Hiring team e-mails
 - Friendly/warm environment
 - Willingness to improve
- Weaknesses
 - Disjointed
 - No understanding of “behind the scenes” processes (i.e. ITE, DAS, etc.)
 - Lack of accountability/coordination/roles
 - Too much responsibility on supervisor

SWOT Analysis

Jennifer St. John

- Opportunities

- More collaboration and less duplication
- Reduce supervisor frustration
- Improve new employee first impression
- More green
- Systems to help organize and streamline

- Threats

- Other agency/vendor delays
- Reduction of resources (funding and people)
- Federal and state guidelines
- Security (including current employee)

Trends

Angi Bruce

- Boom or bust hiring trends (hiring freeze then big hiring push)
- Age of current employees (retirement trends)
- Methods people want info (i.e. electronic, etc.)
- Doing more with less
- Rely more on HRAs -- less on supervisors for benefits knowledge
- Span of control and other demands on hiring supervisor

Brainstorming

Sheila Siler

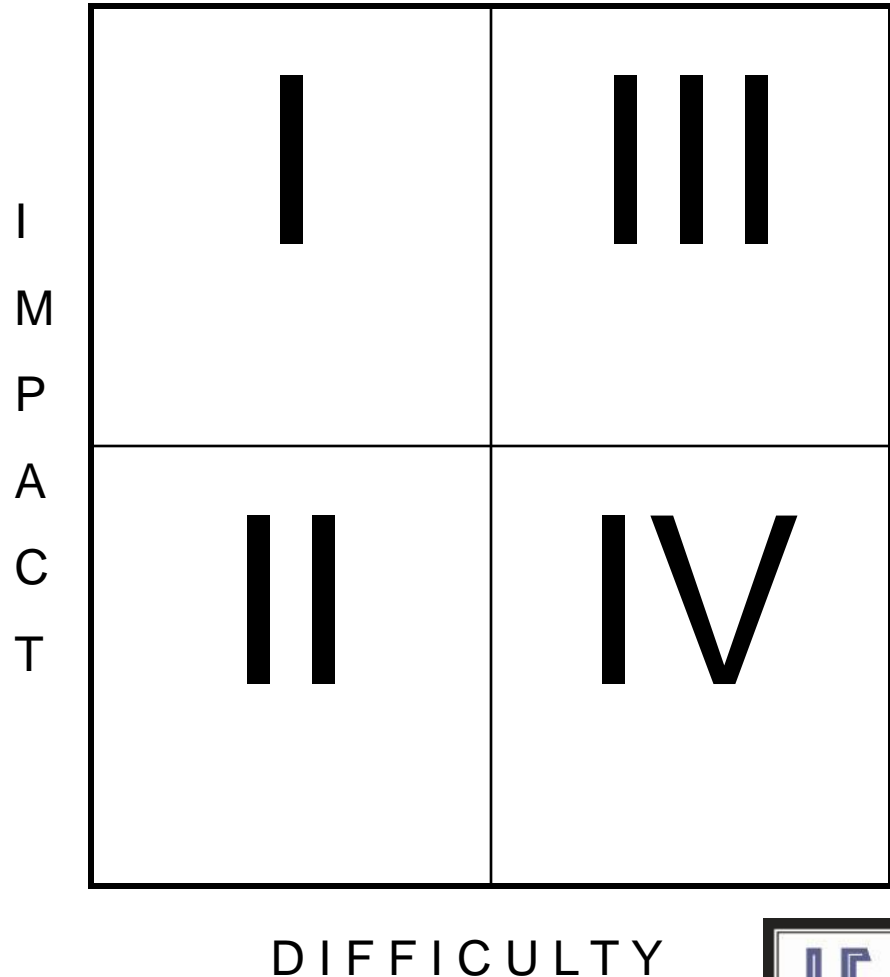
- One-stop shop for new employee resources
- Create accountability in the process
(who does what)
- Streamline process (flow chart, e-forms, etc.)
- Improve communication and training
- Ensure current and accurate information
- Be green



De-selection Process

Julie Tack

- Identifies:
 - Impact to customer
 - Difficulty implementing
- Helps rate/rank solutions to resolve issues while identifying ease of implementation



Dave Cretors



New Process

Haider Qleibo

One Stop New Employee Electronic Form Completed by Hiring Supervisor

Page One

- ☐ Information Technology
- ☐ Vehicle Pin Number
- ☐ Human Resources
- ☐ Procurement Card
- ☐ DNR new employee orientation and training



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Haider Qleibo

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New Process

Haider Qleibo

Page Two

Supervisor Name:

Last Name:

Middle Initial:

First Name:

Preferred Name (Note -- this is the name that will appear as the employee's e-mail address):

Bureau:

Job Classification:

Position Type: (Permanent, Intern, Temporary, Seasonal)

Bi-Weekly Pay Rate:

Payroll CC#:

Start Date:

End Date:

Employment Status

Supervisory ☐ Yes ☐ No

Choose One:

☐ DNR Transfer

☐ State of Iowa Transfer

☐ New Employment

☐ Promotion

☐ Demotion

☐ Re-employment

☐ Termination

Reason : (Retired, Voluntary, Non-Voluntary)



New Process

Haider Qleibo

Position Previously Held By:

Union/Contract:

- ☐ AFSCME
- ☐ IUP
- ☐ SPOC
- ☐ Non-Contract
- ☐ Exempt/unorganized/at will

Work Location:

Address
Building
Floor
City
Phone
Fax

ST

Zip Code

Information Technology:

Account Model
Application
Citrix Access
File Access

Email Groups
Citrix Center
Citrix Apps

Additional Instructions:



Team Member Experience

Haider “Flip a Switch” Qleibo

Ha Nguyen

Comments

Mike Rohlf

**We welcome your
questions and comments!**

